

Patient Rights & Responsibilities

Patient Rights Regarding Patient’s Care:

1. Patient has the right to receive considerate, respectful care in a judgment-free setting by a competent and compassionate care team, without regard to race, ethnicity, national origin, religion, gender, age, mental or physical ability, sex, sexual orientation, genetic information, or source of payment.
2. Patient has the right to be treated with patient-centered and trauma-informed approaches that recognize and address whole-person care.
3. Patient has the right to know the name and position of each of patient’s caregivers.
4. Patient has the right to have urgent procedures done without unnecessary delay.
5. Patient has the right to good quality care with high, professional standards that are continually maintained and reviewed.
6. Patient has the right to make informed decisions regarding patient’s care and has the right to include family members in those decisions.
7. Patient has the right to information from patient’s provider concerning current diagnosis, treatment plan (including risks and benefits), alternate plans, and prognoses to give an informed consent or refuse treatment. This information will be given in terms that patient can understand.
8. Patient has the right to refuse any drug, treatment, or procedure, to the extent permitted by law, after hearing the medical consequences of refusing the drug, treatment, or procedure.
9. Patient has the right to have help getting another provider’s opinion at patient’s request and expense.
10. Patient has the right to be given information in a manner that patient can understand. Any patient who does not speak English, or is hearing or speech impaired, has the right to an interpreter, whenever possible.
11. Patient has the right to access people or agencies to act on patient’s behalf, or to protect patient’s rights under the law. Patient has the right to have protective services contacted when patient or patient’s family members are concerned about safety.
12. Patient has the right to be free from needless duplication of medical and nursing procedures.
13. Patient has the right to treatment that avoids unnecessary discomfort.
14. Patient has the right to make advance directives (such as a living will, health care power-of-attorney, or advance instruction for mental health treatment) and to have those directives followed to the extent permitted by law.
15. Patient has the right to personal privacy and receipt of care in a safe, secure setting.
16. A Medicare patient has the right to appeal decisions about patient’s care to a local Medicare Review Board. Facility will provide the name, address, and phone number of the local Medicare Review Board, as well as information regarding filing an appeal.
17. Patient has the right to be free from all forms of abuse or harassment.
18. Patient has the right to 24-hour medical access through same-day appointments and after-hours medical advice from qualified medical providers.
19. Patient has the right to be informed of patient’s rights at the earliest possible time during patient’s treatment.
20. Patient has the right to be involved in resolving dilemmas about care decisions.

Patient Rights Regarding Patient’s Privacy:

1. Patient has the right to privacy with respect to patient’s medical condition. Patient’s care and treatment will be discussed only with those who need to know.
2. Patient has the right to have patient’s medical records treated as confidential and read only by people with a need to know. Information about patient will be released only with patient’s permission or as required by law.
3. Upon request, patient has the right to access all information contained in patient’s medical records within a reasonable timeframe. Patient’s provider may restrict this access only for sound medical reasons. Patient has the right to have information in the medical record explained to patient.
4. Patient has the right to receive the information electronically and in patient’s preferred form and format if the entity has the ability to readily produce it.
5. Patient has the right to request amendments to, and obtain information on, disclosures of patient’s health information, in accordance with the law and regulations.

Patient Rights Regarding Facility’s Rules and Regulations:

1. Patient has the right to know what facility rules and regulations apply to patient’s conduct as a patient.
2. Patient has the right to a “good faith estimate” including transparent pricing and an approximation of expected charges. This does not include unknown or unexpected costs that may be added during patient’s treatment.
3. Patient has the right to a copy of patient’s bill(s). Patient also has the right to have the bill(s) explained.
4. Patient has the right to request help in finding ways to pay patient’s medical bill(s).
5. Patient has the right to have complaints about patient’s care heard and resolved.
6. Patient has the right to be free from financial exploitation by the health care facility.
7. Patient has the right to apply for discounted fee rates through our Sliding Fee Discount and lab fee discount programs. Patient also has the right to have the financial benefits of these programs explained to patient in terms patient can understand.

Patient Rights for Children and Adolescents:

1. The family/guardian of a child or adolescent patient has the right and responsibility to be involved in decisions about the care of the child or adolescent patient. A child or adolescent patient has the right to have patient’s wishes considered in the decision-making, as limited by law.
2. A child or adolescent patient has the right to expect that patient’s care, as well as the physical environment where that care is dispensed, will be appropriate for patient’s age, size, and needs.
3. A child or adolescent patient has the right to have protective services contacted on patient’s behalf whenever patient, patient’s family member(s), or patient’s health care provider is concerned about patient’s safety or well-being.

Patient Responsibilities

1. Patient is responsible for providing correct and complete information about patient’s current health and past medical history.
2. Patient is responsible for reporting changes in patient’s general health condition, symptoms, or allergies to the responsible caregiver.
3. Patient is responsible for reporting if patient does not understand patient’s planned treatment or patient’s part in the plan.
4. Patient is responsible for following the recommended treatment plan patient has agreed to, including instruction from nurses and other care team members.
5. Patient is responsible for keeping and arriving on time for patient’s scheduled appointments.
6. Patient is responsible for treating others with dignity and respect.
7. Patient is responsible for following facility rules regarding smoking, noise, and use of telephone and electronic equipment.
8. Patient is responsible for what happens if patient refuses patient’s planned treatment.
9. Patient is responsible for paying for patient’s care services within a reasonable timeframe or requesting alternative payment plans.
10. Patient is responsible for respecting the property and rights of others.
11. Patient is responsible for assisting in the control of noise and the number of patient’s visitors in the exam room(s) during patient’s visit.
12. Patient is responsible for preparing advance directives and sharing them with patient’s care team.
13. Patient is responsible for providing honest feedback, either directly to patient’s care team, and/or through patient surveys, to improve service delivery and patient experience.